



Missouri Department of Higher Education and Workforce Development

FREQUENTLY ASKED QUESTIONS (FAQs) ABOUT...

OWD Issuance 08-2021: Enrollment and Exit Policy

(Issued: September 08, 2021)

Last updated: November 10, 2021.

- Q: The policy states the preferred language of every applicant, registrant, participant, and exiter must be recorded within the case management system. Where is this information to be recorded?**
- A:** Currently, this information is entered on the job seeker's "Background" tab only. Staff must ensure the preferred language information has been updated for every participant enrolled into services; this includes WP, WIOA, and TAA enrollments.

Please direct all questions or comments regarding the Issuance or this FAQ document to dwdpolicy@dhewd.mo.gov. All active Issuances are available at jobs.mo.gov/dwdissuances. Expired/rescinded Issuances are available on request.

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